

DEPARTMENT OF HEALTH SERVICES

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August 28, 1998

PPL No. 98-020

RECEIVED**AUG 31 1998****TCM/MAA**

All County Medi-Cal Administrative Activities (MAA)/
Targeted Case Management (TCM) Coordinators and
Advisory Committee Members

**MEDI-CAL ADMINISTRATIVE ACTIVITIES (MAA) AND TARGETED CASE
MANAGEMENT (TCM) TIME SURVEY TRAINING QUESTIONS AND ANSWERS**

Enclosed are the responses to the questions raised during the MAA/TCM Time Survey Training conducted in Sacramento, on August 13, 1998. Please ensure this information is disseminated to appropriate staff in your local governmental agency (LGA).

If you have any questions, please contact the Administrative Claiming Unit analyst assigned to your LGA.

Sincerely,

A handwritten signature in cursive script, appearing to read 'David Mitchell'.

David Mitchell, Chief
Medi-Cal Benefits Branch

Enclosure

Targeted Case Management:	X
Medi-Cal Administrative Activities:	X
Policy Effective Date:	7-1-98
Policy Reference:	

cc: See next page.

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Targeted Case Management Coordinators and
Advisory Committee Members
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bcc: Author: Kathy Jones

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QUESTIONS AND ANSWERS

MEDI-CAL ADMINISTRATIVE ACTIVITIES (MAA) and TARGETED CASE MANAGEMENT (TCM) TIME SURVEY TRAINING

August 13, 1998

Medi-Cal Administrative Activities (MAA)

1. Who should complete the MAA time Survey forms?

Those who participate in the MAA Time Survey should include all non-case managers who perform any allowable MAA. These activities include Medi-Cal Outreach A, Outreach B1, B2, Facilitating Medi-Cal Application, Arranging for and/or Providing Medi-Cal Non-Emergency, Non-Medical Transportation, Contracting for Medi-Cal Services and MAA, Program Planning and Policy Development (PP&PD), and MAA/TCM Coordination and Claims Administration.

2. What MAA can Healthy Family program participants claim for and will the Healthy Family application process be delayed, if all boxes on page 1, of Part A, of the Healthy Families Application are checked?

To eliminate potential problems associated with Health Families and administrative activities being claimed to MAA Facilitating Medi-Cal Application (Eligibility Intake) under Title XIX, the local governmental agencies (LGAs) are hereby instructed to time survey and code time spent on "non Medi-Cal" Healthy Families application activities to "Other Programs/Activities." Time is to be coded to this activity when only the "Healthy Families" box is checked on page 1, of Part A, of the Healthy Families/Medi-Cal Application. This instruction ensures that eligibility intake activities associated with "Healthy Families Only Eligibles" are segregated out and that time and costs are not charged to the MAA program under Title XIX.

LGAs are hereby instructed to time survey to MAA Facilitating Medi-Cal Application (Eligibility Intake) whenever they perform eligibility intake activities and they check the "Medi-Cal" and/or the "Medi-Cal for Pregnant Women" boxes on page 1, Part A, of the Healthy Families/Medi-Cal Application. This instruction is based on the assumption that the applicant is a "potential" Medi-Cal recipient and will result in the time and costs being charged to the MAA program.

It is not known if checking all three boxes will delay the application process.

3. Can local educational agency (LEA) employees complete both the MAA and TCM time survey forms?

No. LEA employees identified in the approved MAA Claiming Plan are to complete only the MAA time survey form. LEA employees who provide TCM services under the LEA billing option should not complete the TCM time survey form.

4. When working on Child Health and Disability Prevention (CHDP)/Early Periodic Screening and Diagnostic Treatment (EPSDT) referrals, can the Public Health Nurse code some time to Outreach A?

Yes, as long as the activities performed meet the required definition and purpose of an allowable "Outreach A" activity. Please refer to the Time Survey Training Booklet, page 17. In addition, to the extent the LGA receives revenues from the CHDP/EPSDT programs, these revenues will need to be offset on the MAA invoice accordingly.

5. As a first time participant in the MAA/TCM programs, it seems a lot of time is spent in accountability and record keeping, e.g., time surveys, claiming plans, and billing. How is this time reimbursed?

If identified in an approved MAA Claiming Plan, the above activities can be time surveyed to "MAA/TCM Coordination and LGA Claims Administration" (Category G). Please refer to the State Department of Health Services (SDHS) MAA and TCM Provider Manual, page M.5-2-24, for a description of allowable MAA.

6. Is a "Claiming Plan" applicable to TCM?

No. A claiming plan is a description of activities claimed as allowable MAA only.

7. Does a unit, that spends 100% of its time doing Contract Administration, need to time survey to MAA?

No. If an employee performs "Contract Administration" 100% of their paid time, and this is documented in the approved MAA Claiming Plan, the employee does not need to time survey. Under this situation, their costs would be directly charged.

8. For Public Guardian, can MAA Outreach be done "on behalf of" a Medi-Cal client?

Yes. Allowable MAA Outreach brings potential eligibles into the Medi-Cal system and assists all eligible individuals to obtain Medi-Cal services. This may be accomplished through outreach to the individual in need of services, to family members who can facilitate the referral, or to Service Providers, Agencies, and Community Groups. "On behalf of" outreach directed to Services Providers, Agencies and Community Groups must be documented in the approved MAA Claiming Plan. See Policy and Procedure Letter (PPL) No. 97-018 (Clarification of Outreach Activities Directed to Service Providers, Agencies and Community Groups).

9. Can you claim actual MAA Transportation costs such as taxi vouchers through direct charging, even if you do not time survey?

*Yes. However, the approved MAA Claiming Plan must include the method used to determine the costs, and how the costs are calculated. Please refer to **PPL No. 96-015** (Standardized Format, Descriptions, And Instructions for Preparing the MAA Claiming Plan).*

10. Can a TCM Case Manager (Supervisor), who is also a TCM Case Manager, claim for PP&PD activities?

*No. PP&PD activities are not allowable MAA activities when performed by a Supervisor of TCM Case Managers (Supervisor), who are themselves TCM Case Managers. Please refer to **PPL No. 97-012** (Claiming for PP&PD) and **PPL No. 98-014** (Supervisors of TCM Case Managers, Who Are Not Themselves Case Managers, Claiming for MAA-Related PP&PD).*

11. Would participating in planning activities and advocacy with the legislature be considered allowable MAA?

No. The Health Care Financing Administration would define this type of activity as "Lobbying." This is not an allowable MAA.

12. Can a TCM case manager claim MAA?

Yes, only if the TCM case manager is identified in the approved MAA Claiming Plan.

14. How will the TCM cost report training in September affect the time survey during that month?

Persons included in the approved MAA Claiming Plan for "MAA/TCM Coordination and Claims Administration" would code the time spent conducting or receiving time survey training to this activity. Persons not included in this section of the MAA Claiming Plan would code time survey training time to "MAA Implementation Training" and/or "TCM" proportional to the time spent on these two programs during the training.

15. One of our MAA staff is retiring in December. Can her replacement be included on the MAA invoice even though the replacement staff did not do the September time survey?

*If the replacement staff person has the same job description/duty statement and will be performing the same MAA specified in the approved MAA Claiming Plan for the retiring staff person, then the replacement staff person can be included on the MAA invoice. Please see **PPL No. 98-007** (Allocating Costs for New Positions, New Classifications or Replaced Staff for MAA).*

Targeted Case Management (TCM)

1. We anticipate hiring additional TCM case managers after the September time survey month. Can these TCM case managers claim TCM encounters even though they were not employed and did not time survey in September?

Yes.

2. LGAs may employ Community Health Outreach staff to perform translation services for TCM managers on home visits. Can they code this time in the TCM time survey?

If the Community Health Outreach staff are part of the TCM "budget unit", then these staff can code time spent providing translation services for TCM Case Managers to TCM on the Program Time Survey for Case Manager. During the time survey month, both the TCM Case Manager and the translator would code the "home visit" time to TCM. Note that a TCM encounter can only be claimed once for each visit and must be claimed by the designated TCM Case Manager.

3. Who should complete the TCM time Survey forms?

There are three categories of employees who should complete the TCM time survey (Program Time Survey for Case Manager): TCM Case Managers, Direct Supervisors of Case Managers, and Case Manager Support Persons. Only persons who meet the definition for case managers contained in the TCM Case Manager Qualifications section of the SDHS MAA and TCM Provider Manual (T.2-4-1 through T.2-4-4), February 1997, may claim for TCM services. The determination of whether to time survey only those persons who actually perform TCM or all persons who are qualified to perform TCM is based on how "cost centers" are organized by the LGA's accounting department.

4. In Adult Probation, we have a unit that is dedicated to completing assessments, e.g., reviewing histories, interviewing, and developing case plans. Do they need to time survey?

Yes, persons who meet the definition for case managers contained in the TCM Case Manager Qualifications Section of the SDHS MAA and TCM Provider Manual (T.2-4-1 through 4) must time survey.

5. Should staff from a categorical program, which allocates money for case management to pregnant and parenting teens, time survey to TCM and claim for TCM encounters? The full costs to perform case management and to keep the program going are not covered by the grant.

*LGAs may incur costs above and beyond categorical program revenues because funds do not fully support the case management services provided. If so, this time should be coded to TCM. In this case, the categorical program revenue and the categorical program encounters would both be offset on the TCM Cost Report. Please refer to **PPL No. 98-008** (Adolescent Family Life). NOTE: Additional information regarding the treatment of specific categorical revenue will be issued in a forthcoming PPL.*

6. Can TCM Nurses whose grant funding ends in November, or subsequently changes from federal to county, participate in the TCM time survey?

Yes. The DHS designated time survey month, (September 1998) is intended to capture the percentage of time spent performing TCM services, regardless of funding sources.

7. We are developing a Management Information System (MIS) that will provide information on TCM and other services provided by the Health Department. Can the MIS work group time survey?

*TCM managers, supervisors of case managers, and support persons to case managers who serve on the MIS work group may time survey to TCM. Only the time devoted to the TCM portion of the system is to be coded to TCM. However, this time must not duplicate possible one-time system development costs which are direct charged and reported on Worksheet D of the annual TCM Cost Report. Please refer to **PPL No. 97-022** (TCM Annual Cost Report Instructions).*

The portion of time spent by non-TCM work group members on the Medi-Cal-related, non-TCM, aspects of the MIS may be claimable as MAA PP&PD. These persons must time survey to MAA PP&PD and be included in the approved MAA Claiming Plan for PP&PD.

8. Would the billed Medi-Cal TCM encounters equal the total encounters?

Total TCM encounters equals Medi-Cal and non Medi-Cal encounters.

9. Can LGAs choose to offer TCM services to Medi-Cal recipients only, i.e., time survey TCM only to Medi-Cal recipients?

The time survey results are used to allocate all time spent performing TCM services and is used to arrive at a cost per TCM encounter. However, the choice of providing and subsequently time surveying to TCM for case management services for Medi-Cal recipients only is at the discretion of the LGA.

10. Is overhead included in the Cost Report?

Yes. Overhead (administrative and facility cost) are those costs that cannot be identified with a particular patient or client revenue stream. Overhead costs support all functional areas of the organization and is reported on Line 6, of the TCM Cost Report.

11. If an LGA time surveys for travel time to and from a home visit and bills for an encounter, would this be considered double billing?

No, the time survey process is used to identify the time spent performing TCM services (and the subsequent costs). The time spent performing TCM services would include travel to and from a home visit. The reporting of travel time during the time survey process is separate and apart from the billing of an encounter, and is not considered a duplicate claiming situation.

12. Can clerical support staff working in another program part-time time survey for TCM?

If clerical support staff is working for a TCM case manager, or supervised by a TCM Case Manager, and supports only the TCM program, they can time survey to TCM. Time spent on TCM-related activities is coded to TCM. Time spent by the clerical support staff that is not TCM-related must be coded to "General Administration".